

**Income Maintenance Advisory Committee  
Department of Health and Family Services  
Division of Health Care Financing  
April 3, 2003  
\*Minutes\***

County Attendees:           **Ed Kamin**, Co-Chair, Kenosha Co. DHS; **Shirley Ross**, LaCrosse Co.; **Jackie Bennett**, Racine Co. HSD; **Liz Green**, Dane Co. DHS; **John Rathman**, Outagamie Co.; **Sheryl Siegl**, Winnebago Co. DHS; **Sue Schmitz**, Waukesha Co.; **Joanne Faber**, Washington Co.; **Connie Hendries**, Manitowoc Co.; **Jane Huebsch**, Marathon Co.; **Sheryl Siegl**, Winnebago Co. DHS; **Bob Macaux**, Florence Co; **Sara Shakleton**, Dane Co. DHS;

State Attendees:           **Cheryl McIlquham**, DHFS/DHCF/BHCE; **Jim Jones**, DHFS/DHCF/BHCE; **Rick Zynda**, DHFS/DHCF/BIMA; **Jodi Ross**, DHFS/DHCF/BIMA; **Sara Pynenberg**, DHFS/DHCF/BIMA; **Scott Riedasch**, DHFS/DHCF/BHCE; **Bernadette Connolly**, DHFS/DHCF/BIMA; **Brian Fangmeier**, DHFS/DHCF/BIMA; **Essie Herron**, DHFS/DHCF/BIMA, Milwaukee Region; **Joanne Simpson**, DHFS/DHCF/BIMA; **Vicki Jessup**, DHFS/DHCF/BIMA; **John Haine**, DHFS/DHCF/BIMA; **Mike McKenzie**, DHFS/DHCF/BIMA; **Amy Mendel-Clemens**, DHFS/DHCF/BHCE; **Lisa Hanson**, DHFS/DHCF/BHCE, **Bob Martin**, DHFS/DMT; **Gerry Meyhew**, DWD

WAPAF:                       **Rich Basiliere**, Outagamie Co; **Gene Kucharski**, Portage Co.

## **Administrative Items**

March meeting minutes were approved for posting. Three new Administration's memos have been created by DHFS to be issued both by paper and on the web. These are: Introduction, Training Requirements for IM workers, and FS/MA Application Requirements for IM and W2 Workers. Concerns were expressed regarding coordination of DWD and DHFS memos on the web. The DHFS website does have a link to both.

## **IT Subcommittee Report**

Please see attached summary.

## **Budget proposal updates**

Please see the handouts below.

## **Hennepin County Trip Report**

Will be posted separately on the IMAC website.

## **Program Integrity**

Brainstorming session of what Program Integrity entails. The Committee discussed several areas, including:

- Payment Accuracy
- Benefit recovery

- Fraud
- Detection and correction of errors
- Error prevention
- Customer service issues including
  - ◆ Client education
  - ◆ Case worker education

DHFS agreed to follow-up on Program Integrity at the next IMAC meeting.

## Handouts:

### IT Committee

#### 1. Communication Strategies

- Re-do the Eligibility Management Web Site so that all IM documents describing policy and process are easy to find and use, including the FS and MA Handbook, Operations Memos, Administrative Memos, forms and other publications
- Create an electronic IM newsletter for IM workers, supervisor, trainers and managers.
  - ✓ It will build on the FS newsletter
  - ✓ Share upcoming projects, big picture strategies, etc.

#### 2. CARES Wish List

There are 135 items on the county's CARES wish list. We've reviewed 45 items on the list so far and have found 4 that we can quickly implement, 7 that require further research to determine if they are technically possible, most of the rest have been identified as needing to be done on the current DHFS Business Area work list. A few of the ideas have been discussed and discarded because they do not accurately reflect current policy or the group decided the idea was counter productive to accurate and efficient eligibility processing.

#### 3. Regular Reports from Dane and Milwaukee County Change Centers

#### 4. Reviewed IM Caseload Analysis and Workload Reduction Initiatives

At the April meeting the subcommittee reviewed the assumptions and time estimates. The group made adjustments in several instances, but overall agreed with the assumptions and time estimates.

DRAFT April 14, 2003  
DHFS Alternative Budget Proposal  
Income Maintenance Workload Reduction

Please see attached one-page summary of the savings associated with the proposal.

This includes a new calculation - a re-estimate of Federal funds, using the 71% federal match rate for a portion of the BadgerCare caseload. We have re-estimated the state/federal split for each six-month block using the same caseload projections used for the BadgerCare benefits in the budget bill.

It also includes an estimate of savings in state operations of \$100,000 GPR (\$200,000 AF) annually.

The biennial savings in the alternative proposal is \$35,043 greater than in the original proposal.

This proposal continues to reflect savings in overall costs to handle the IM eligibility workload, made possible by:

1. Increased automation and improved support for eligibility workers. There have been a few changes to the chart showing estimated savings for each initiative, based on input from local agency staff. This resulted in a modest increase in the estimate of savings. The detail is provided in the attached chart.
2. New capacity for handling the change reporting functions now handled separately by each IM agency.

The savings associated with these two categories of changes are partially offset by a 5% increase per contract year to the IM Administrative Allocation base that remains. This is changed from the earlier proposals, which included a 2% increase to the base that remained after adjustments. This is possible because of the re-estimate of the federal funds.

The impact on the overall IM contract between the state and local IM agencies is a reduction of about 15% from 2003 to 2004 in the base IM funding, and a reduction of about 22% in the base funding from 2003 to 2005.

There is a separate budget proposal to change verification requirements for BadgerCare that also makes adjustments to the Income Maintenance Administrative Allocation. Those changes are not reflected in the description of this budget proposal.

Assumptions about this proposal

1. Increased automation and support for local eligibility workers.

The attached chart lists all of the changes that will be made to reduce workload for local agencies. Assumptions about the methodology are listed on the first page of the chart.

2. Utilization of the statewide or regional change reporting centers.

Overall costs in Wisconsin associated with handling change reports can be reduced by taking advantage of centralized change reporting centers, instead of the current method in which each IM worker handles the change reports for assigned cases.

IM agencies will be able to reduce costs associated with processing changes by purchasing this service from either the DHFS-operated Central Application Processing Operation, now used only for processing

SeniorCare cases or from other counties that operate Change Centers. These change centers are now in operation in Dane and Milwaukee Counties with a third to be available later this year in LaCrosse County.

DHFS will make the necessary changes in the CARES system to enable all agencies to take advantage of this service.

The cost savings tied to this component are based on these assumptions:

- There are 1,300,000 changes on IM cases that occur in a year;
- About 50% of them occur in Milwaukee and Dane counties;
- The other counties can reduce their costs for handling this work by directing change reports to a centralized change center; and
- 25% of the 650,000 changes handled by agencies outside of Dane and Milwaukee will shift to a change reporting center, representing savings of 10 minutes per change on average.

The methodology for calculating the cost savings per case or activity is the same methodology used to calculate savings for all of the workload reduction initiatives described above. For this initiative, it is assumed to be savings after the expense of purchasing the service.

### **Rationale for Proposal**

- Over the past several years there has been a significant increase in caseload and no change to the base IM allocation.
- Also over the past several years, DHFS has made significant changes in policy, other program requirements and automated support to reduce the work associated with IM cases in order to achieve a better balance between workload and funding.
- Current budget conditions require the Department to streamline operations. DHFS is currently in a unique position to appreciably reduce local IM agency workload through CARES system enhancements. This proposal recognizes the cost savings associated with systems improvements and other efforts to streamline program administration.
- Policy and process changes and changes to the CARES automated support system used by IM agencies will reduce the time IM workers spend determining eligibility and maintaining open cases, resulting in reduced costs.
- Additional savings are created by expanding the use of change processing centers which can process changes on IM cases at a lower cost/case by taking advantage of a dedicated, specialized unit of staff.
- A portion of the savings generated is being used to provide an increase to the base funding in the state/county IM contract in recognition that a mechanism is needed to reflect cost-of-living increases.

<u>Total GPR Savings</u>		
SFY 04	SFY 05	Biennial
\$ (3,348,195)	\$ (6,473,749)	\$ (9,821,945)
<u>GPR Savings in Original Proposal</u>		
SFY 04	SFY 05	Biennial
\$ (3,322,730)	\$ (6,464,172)	\$ (9,786,902)
<u>Difference</u>		
SFY 04	SFY 05	Biennial
\$ (25,465)	\$ (9,577)	\$ (35,043)

#### Summary of Change to County

	CY 04	CY 05
<u>Base</u>		
GPR \$	28,681,265	\$ 28,681,265
AF \$	57,362,530	\$ 57,362,530
<u>FED Re-estimate</u>		
GPR \$	(1,193,234)	\$ (1,187,840)
AF \$	-	\$ -
<u>Workload &amp; Change Center</u>		
GPR \$	(5,308,130)	\$ (7,187,957)
AF \$	(11,020,879)	\$ (14,904,720)
<u>Subtotal</u>		
GPR \$	22,179,901	\$ 20,305,468
AF \$	46,341,651	\$ 42,457,810
<u>5% Rate Increase</u>		
GPR \$	1,108,995	\$ 1,015,273
AF \$	2,317,083	\$ 2,122,890
<u>New Base</u>		
GPR \$	23,288,896	\$ 21,320,741
AF \$	48,658,733	\$ 44,580,700
<u>Total Difference</u>		
GPR \$	(5,392,369)	\$ (7,360,524)
AF \$	(8,703,797)	\$ (12,781,830)

-15.17%      -22.28%

#### Reductions

	CY 04	CY 05	SFY 04	SFY 05	Biennial
<u>Re-estimate of Federal Funding</u>					
GPR \$	(1,193,234)	\$ (1,187,840)	\$(1,198,628)	\$(1,187,840)	\$ (2,386,468)
FED \$	1,193,234	\$ 1,187,840	\$ 1,198,628	\$ 1,187,840	\$ 2,386,468
AF \$	-	\$ -	\$ -	\$ -	\$ -
<u>Workload</u>					
GPR \$	(4,982,453)	\$ (6,857,148)	\$(2,491,226)	\$(5,919,800)	\$ (8,411,026)
FED \$	(5,361,343)	\$ (7,356,948)	\$(2,680,672)	\$(6,359,145)	\$ (9,039,817)
AF \$	(10,343,796)	\$ (14,214,095)	\$(5,171,898)	#####	\$ (17,450,843)
<u>Change Center</u>					
GPR \$	(325,677)	\$ (330,809)	\$ (162,839)	\$ (328,243)	\$ (491,082)
FED \$	(351,406)	\$ (359,816)	\$ (175,703)	\$ (355,611)	\$ (531,314)
AF \$	(677,083)	\$ (690,625)	\$ (338,542)	\$ (683,854)	\$ (1,022,396)
<u>Subtotal</u>					
GPR \$	(6,501,364)	\$ (8,375,797)	\$(3,852,693)	\$(7,435,884)	\$ (11,288,576)
FED \$	(4,519,515)	\$ (6,528,923)	\$(1,657,747)	\$(5,526,916)	\$ (7,184,663)
AF \$	(11,020,879)	\$ (14,904,720)	\$(5,510,440)	#####	\$ (18,473,239)
<u>Rate Increase</u>					
	CY 04	CY 05	SFY 04	SFY 05	Biennial
GPR \$	1,108,995	\$ 1,015,273	\$ 554,498	\$ 1,062,134	\$ 1,616,632
FED \$	1,208,087	\$ 1,107,617	\$ 604,044	\$ 1,157,852	\$ 1,761,896
AF \$	2,317,083	\$ 2,122,890	\$ 1,158,541	\$ 2,219,987	\$ 3,378,528
<u>Subtotal with Rate Increase</u>					
GPR \$	(5,392,369)	\$ (7,360,524)	\$(3,298,195)	\$(6,373,749)	\$ (9,671,945)
FED \$	(3,311,428)	\$ (5,421,306)	\$(1,053,703)	\$(4,369,064)	\$ (5,422,767)
AF \$	(8,703,797)	\$ (12,781,830)	\$(4,351,898)	#####	\$ (15,094,711)
<u>State Operations Savings</u>					
	CY 04	CY 05	SFY 04	SFY 05	Biennial
GPR \$	(100,000)	\$ (100,000)	\$ (50,000)	\$ (100,000)	\$ (150,000)
FED \$	(100,000)	\$ (100,000)	\$ (50,000)	\$ (100,000)	\$ (150,000)
AF \$	(200,000)	\$ (200,000)	\$ (100,000)	\$ (200,000)	\$ (300,000)
<u>Total Savings</u>					
	CY 04	CY 05	SFY 04	SFY 05	Biennial
GPR \$	(5,492,369)	\$ (7,460,524)	\$(3,348,195)	\$(6,473,749)	\$ (9,821,945)
FED \$	(3,411,428)	\$ (5,521,306)	\$(1,103,703)	\$(4,469,064)	\$ (5,572,767)
AF \$	(8,903,797)	\$ (12,981,830)	\$(4,451,898)	#####	\$ (15,394,711)

Workload Reduction Savings for Calendar Year 2004-2006

Affects Contract Year	Project	Impl. Date	Shifts Work to State?	Number	per year	Minutes	Contract Year 04 Savings (All Funds) @ \$25/hr	Contract Year 04 Savings (GPR)	Contract Year 05 Savings (All Funds) @ \$25.50/hr	Contract Year 05 Savings (GPR)	Jan 04 - Jun 04 Savings (GPR) - SFY04	July 04 - Dec 04 Savings (GPR) - SFY05	Jan 05 - Jun 05 Savings (GPR) - SFY05
CY04	Automatic Update of SSI	Jan-03	No	30,000	SSI update	10	\$ 125,000.00	\$ 62,500.00	\$ 127,500.00	\$ 63,750.00	\$ 31,250.00	\$ 31,250.00	\$ 31,875.00
CY04	Exclude Student Financial Aid as Income	Mar-03	No	5,400	per FS case with student financial aid	60	\$ 135,000.00	\$ 67,500.00	\$ 137,700.00	\$ 68,850.00	\$ 33,750.00	\$ 33,750.00	\$ 34,425.00
CY04	Data Exchange Re-engineering	Mar-03	No	243,000	per case	20	\$ 2,025,000.00	\$ 969,975.00	\$ 2,065,500.00	\$ 989,374.50	\$ 484,987.50	\$ 484,987.50	\$ 494,687.25
CY04	Alerts Re-engineering	Apr-03	No	243,000	per case	10	\$ 1,012,500.00	\$ 484,987.50	\$ 1,032,750.00	\$ 494,687.25	\$ 242,493.75	\$ 242,493.75	\$ 247,343.63
CY04	Change Driver Flows	Jun-03	No	1,300,000	per change	5	\$ 2,708,333.33	\$ 1,297,291.67	\$ 2,762,500.00	\$ 1,323,237.50	\$ 648,645.83	\$ 648,645.83	\$ 661,618.75
CY04	Earned Income Calculation	Jun-03	No	116,044	per case with earned income	15	\$ 725,275.00	\$ 347,406.73	\$ 739,780.50	\$ 354,354.86	\$ 173,703.36	\$ 173,703.36	\$ 177,177.43
CY04	Elimination of the 100-Hour Rule	Jul-03	No	40,000	per Family Medicaid that has to fill out the AU screens	5	\$ 83,333.33	\$ 41,666.67	\$ 85,000.00	\$ 42,500.00	\$ 20,833.33	\$ 20,833.33	\$ 21,250.00
CY04	Self-Declared Assets for Food Stamps	Jul-03	No	152,000	per FS application & review	15	\$ 950,000.00	\$ 475,000.00	\$ 969,000.00	\$ 484,500.00	\$ 237,500.00	\$ 237,500.00	\$ 242,250.00
CY04	Simpler Spousal Impoverishment Asset Share	Jul-03	No	1,870	per spousal impoverishment case	35	\$ 27,270.83	\$ 13,635.42	\$ 27,816.25	\$ 13,908.13	\$ 6,817.71	\$ 6,817.71	\$ 6,954.06
CY04	Notice Redesign, Phase II	Sep-03	No	243,000	per case	5	\$ 506,250.00	\$ 242,493.75	\$ 516,375.00	\$ 247,343.63	\$ 121,246.88	\$ 121,246.88	\$ 123,671.81

Affects Contract Year	Project	Impl. Date	Shifts Work to State?	Number	per year	Minutes	Contract Year 04 Savings (All Funds) @ \$25/hr	Contract Year 04 Savings (GPR)	Contract Year 05 Savings (All Funds) @ \$25.50/hr	Contract Year 05 Savings (GPR)	Jan 04 - Jun 04 Savings (GPR) - SFY04	July 04 - Dec 04 Savings (GPR) - SFY05	Jan 05 - Jun 05 Savings (GPR) - SFY05
CY04	Automatic Update of UC	Sep-03	No	20,000	UC changes to IM cases	10	\$ 20,833.33	\$ 10,020.83	\$ 21,250.00	\$ 10,178.75	\$ 5,010.42	\$ 5,010.42	\$ 5,089.38
CY04	Automated Case and Caseload Management Tools	Sep-03	No	243,000	per case	20	\$ 2,025,000.00	\$ 969,975.00	\$ 2,065,500.00	\$ 989,374.50	\$ 484,987.50	\$ 484,987.50	\$ 494,687.25
CY04	TOTALS - Workload Reductions						\$10,343,795.83	\$ 4,982,452.56	\$ 10,550,671.75	\$ 5,082,059.11	\$ 2,491,226.28	\$ 2,491,226.28	\$ 2,541,029.55
Centralized Change Center - Local agencies can contract with existing change centers to handle their IM case changes													
CY04	Centralized Change Center	Sep-03	No	650,000	25% of changes outside of Milw & Dane Counties	10	\$ 677,083.33	\$ 325,677.08	\$ 690,625.00	\$ 330,809.38	\$ 162,838.54	\$ 162,838.54	\$ 165,404.69
CY04	TOTALS - Change Center Efficiency Savings						\$ 677,083.33	\$ 325,677.08	\$ 690,625.00	\$ 330,809.38	\$ 162,838.54	\$ 162,838.54	\$ 165,404.69
CY04	TOTALS - Change Center & Workload Reductions						\$11,020,879.17	\$ 5,308,129.64	\$ 11,241,296.75	\$ 5,412,868.48	\$ 2,654,064.82	\$ 2,654,064.82	\$ 2,706,434.24



Affects Contract Year	Project	Implementation Date	Shifts Work to State?	number	per year	minutes	Contract Year 05 Savings (All funds) @ \$25.50/hr	Contract Year 05 Savings (GPR)	January 05 - June 05 Savings (GPR) SFY05
CY05	Food Stamps Semi-Annual Reporting	Jan-04	No	75,849	per non-E or D FS case	30	\$ 967,074.75	\$ 483,537.38	\$ 241,768.69
CY05	Automatic Update from Other Trusted Third Party Sources (SSA, KIDS, SWICA)	Spring & Summer 2004	No	148,435	per change per match	10	\$ 630,848.75	\$ 302,176.55	\$ 151,088.28
CY05	Web-Based User Interface for CARES	May-04	No	243,000	per case	15	\$ 1,549,125.00	\$ 742,030.88	\$ 371,015.44
CY05	On-Line Handbooks Connected to the Web-Based User Interface	Aug-04	No	243,000	per case	5	\$ 516,375.00	\$ 247,343.63	\$ 123,671.81
<b>CY05</b>	<b>TOTALS</b>						<b>\$ 3,663,423.50</b>	<b>\$ 1,775,088.43</b>	<b>\$ 887,544.21</b>

	all funds	GPR only	SFY04 Savings (GPR)	SFY05 Savings (GPR)	03-05 GPR Savings
New Savings for CY04	\$10,343,795.83	\$ 4,982,452.56	\$ 2,654,064.82		
Continuing Savings from CY04	\$10,343,795.83	\$ 4,982,452.56		\$ 5,360,499.06	
New in Savings for CY05	\$ 3,663,423.50	\$ 1,775,088.43		\$ 887,544.21	
<b>TOTAL - CY04 &amp; CY05</b>	<b>\$24,351,015.17</b>	<b>\$ 11,739,993.54</b>	<b>\$ 2,654,064.82</b>	<b>\$ 6,248,043.28</b>	<b>\$ 8,902,108.10</b>

**Assumptions**

- \* None of the savings are taken from the IM Administrative Allocation until the change is fully implemented.
  - \* The spreadsheet shows savings in the CY04 contract and then additional savings from projects that impact CY05 are shown in contract year 2005.
  - \* For each change, we've shown the number and types of cases impacted by the change.
  - \* We have estimated the minutes saved per change per year.
  - \* Worker cost is adjusted from \$24/hour to \$25/hour in CY04 and \$25.50 in CY05 assuming an annual 2% cost-of-living increase.
  - \* Funds for CY03 were adequate to cover CY03 IM activities.
  - \* We've used appropriate federal reimbursement for case types.
  - \* The worker hourly rate includes the worker's salary and fringe benefits, as well as infrastructure overhead, supervision, management and clerical support.
  - \* All development costs for the CY04 and CY05 systems work can be paid for out of the CARES Budget proposed for SFY04 & 05.
- None of these projects  
is dependent upon grant funding.

Affects Contract Year	project	Shifts work to State?	number	per year	minutes	All funds savings	GPR Savings	SFY06 GPR Savings
CY06 +	Transitional FS Benefits	no	4,580	per W-2 case with FS losing cash benefits	45	\$ 87,592.50	\$ 43,796.25	\$ 21,898.13
CY06 +	Distance Learning for New Worker and Policy/Process Change	no	1,900	per worker	360	\$ 290,700.00	\$ 139,826.70	\$ 69,913.35
CY06 +	Web-based Customer Service Toolbox	no	25,000	per case using the web	60	\$ 637,500.00	\$ 306,637.50	\$ 153,318.75
CY06 +	Scan-able Medicaid and Food Stamps Application Processing & Pre-Printed Review Forms	Sep-04	307,000	per application or review	15	\$ 1,957,125.00	\$ 941,377.13	\$ 470,688.56
CY06 +	Verification Scanning Pilot	?	240,000	per case	30	\$ 3,060,000.00	\$ 1,471,860.00	\$ 735,930.00
CY06 +	Benefit Recovery System Changes	no	2,000	per overpayment	20	\$ 17,000.00	\$ 8,177.00	\$ 4,088.50
CY06 +	1 Month Medicaid Deductible	?	5,000	per deductible	120	\$ 255,000.00	\$ 122,655.00	\$ 61,327.50
<b>CY06 +</b>	<b>TOTALS</b>					<b>\$ 6,304,917.50</b>	<b>\$ 3,034,329.58</b>	<b>\$ 1,517,164.79</b>

### IM Workload Reduction Initiatives

Project	Implementation Date	IM Workload Impact	Dependencies
<b>Automatic Update of SSI</b>	SSI – January 2003	Workers no longer have to take an action on SSI data exchange.	None
<b>Exclude Student Financial Aid as Income</b>	March 2003	Eliminates a policy/process that was very time consuming and resulted in little change in FS benefits.	None
<b>Data Exchange Re-engineering</b> – DX processing is being changed so that data exchange dispositions are only when action could result in a significant change to eligibility or benefits	March 2003	Workers will have fewer data exchange dispositions to complete and those that they do complete will have a direct impact on the client's eligibility and/or benefits.	None
<b>Alerts Re-engineering</b> – Alerts which are an automated note to workers to take an action on a case are being redesigned to ensure that they are meaningful and that the worker's action in response to the alert is described in detail	April 2003	Workers have asked for this change. It will save them the additional effort associated with irrelevant alerts and alerts that do not have clear worker actions defined.	None
<b>Change Driver Flows</b> – Adds 'driver flows' to CARES for address, expense, unearned income, assets and earnings.	June 2003	This change means that workers will no longer have to 'hunt' for the screens that need to be changed when the client reports a change.	None
<u>Earned Income Calculation – Adds logic to CARES to correctly calculate monthly, budget-able income for Food Stamps and Medicaid based upon current Food Stamps and Medicaid policies from basic income information entered by the eligibility worker.</u>	June 2003	Workers will now enter basic earnings information (wage per hour, hours worked, pay day schedule) and CARES will calculate the correct income amount for Food Stamps and Medicaid.	None
<b>Food Stamps Policy Change - Real Property No Longer Counts and reduced verification of assets</b>	May 2003	Workers will no longer have to ask about and collect information concerning non-homestead real property.  Workers will no longer need to collect, photocopy and record verification of assets for Food Stamp cases	None
<b>Elimination of the 100-Hour Rule</b> – Removes a policy for two parent households where AFDC-Medicaid eligibility is dependent upon the primary wage earner being under- employed.	July 2003	Workers will no longer have to collect and enter the number of hours that the primary wage earner has worked in the current and previous 2 calendar months.	Dependent upon the passage of the Governor's Proposal for the 03-05 Biennial Budget
<b>Simpler Spousal Impoverishment Asset Share</b> –	July 2003	Workers will no longer have to determine	Dependent upon the

### IM Workload Reduction Initiatives

Project	Implementation Date	IM Workload Impact	Dependencies
The community spouse asset share will no longer be the result of a complicated policy, but will always be \$50,000.		the assets of the couple when one spouse was institutionalized. They will no longer have to explain the complicated process for arriving at the asset share amount.	passage of the Governor's Proposal for the 03-05 Biennial Budget
<b>Notice Redesign, Phase II</b> - All Medicaid subprograms will be consolidated into four basic categories in the notices (Family, EBD, MPA and LTC) to reduce the number printed and eliminate confusion. In addition, the system will no longer create or send out denials for programs that were not requested.	September 2003	This change should reduce the amount of time that workers have to spend explaining notices to applicants and recipients.	None
<u>Automatic Update of Unemployed Compensation – Automatic update of UC Income.</u>  Part of FFY01 FS Reinvestment Plan	September 2003	Workers will no longer have to take an action on data exchanges from these sources.	None
<b>Automated Case and Caseload Management Tools</b> – A tool that would allow workers and supervisors to manage their cases more effectively by allowing access to CARES data about their cases and the ability to search and sort that data according to their immediate needs (e.g., which reviews are due this month? how many food stamp cases with earnings do the workers in my unit have?)	September 2003	Workers and their supervisors would have direct access to information about their cases that could help them organize their workload in the most efficient way.	None
<b>Centralized Change Center</b> – Counties could contract with existing change centers or the state to handle changes for all or some IM cases.	September 2003	Workers in these counties would no longer have to answer calls from program participants regarding changes and enter data into CARES. In addition, local agencies would not be setting up individual Call Centers incurring additional costs.	The CARES In Box function needs to be expanded to handle changes for all state cases and routing those changes (or information about the action taken) to the local agency worker.
<b>Food Stamps Semi-Annual Reporting</b> – Policy change that requires FS participants to report only those income changes that will bring their income above the 130% of the federal poverty level. This change would also implement a 12-month certification	July 2003 Phase 1 (change reporting policy and add language to notice) – January 2004 Phase 2 (scan-able preprinted	Dramatically reduces the number of Food Stamp reviews and the number of changes that will be reported.	A waiver of federal regulation is required for phase 1 and 2, but it has been approved in other states and is in process.

### IM Workload Reduction Initiatives

Project	Implementation Date	IM Workload Impact	Dependencies
<p>period with a 6-month pre-printed, scan-able change form for participants.</p> <p>Part of FFY01 FS Reinvestment Plan</p>	<p>change form &amp; 12 month certification period) January 2004 Phase 3 (freeze FS benefits except for increases) – July 2004</p>		<p>The CARES In Box function needs to be expanded to handle a scan-able change form</p>
<p><b>Automatic Update from Other Trusted Third Party Sources</b></p> <p>Part of FFY01 FS Reinvestment Plan</p>	<p>Expansion to other sources (SSA, UC, KIDS, etc.) will occur in 2003 and 2004.</p>	<p>Workers will no longer have to take an action on data exchanges from these sources.</p>	<p>None</p>
<p><b>Web-Based User Interface for CARES</b> – Instead of using the CARES mainframe screens with PF-keys and reference tables, CARES data entry and query would be through the internet with web-based screens. The new interface would also use an intelligent driver flow process that would limit the information requested from the applicant to that data necessary to determine eligibility based upon their program request(s) and who they are (family, elderly, disabled, etc.)</p>	<p>May 2004</p>	<p>Workers would have a more user-friendly, intuitive system for entering and querying data. Navigation, data entry (pull-down menus, etc.) and help screens would be easier to use. In addition, the Intelligent Driver Flow will reduce the amount of information (and verification) that workers are asked to collect and enter.</p> <p>These changes should also reduce new worker training by at least one week per worker.</p>	<p>None</p>
<p><b>On-Line Handbooks Connected to the Web-Based User Interface</b> – The Medicaid and Food Stamps handbooks, as well as other process descriptions, would be available through the Internet and would be connected directly to the CARES User Interface.</p>	<p>July 2004</p>	<p>Workers would no longer need to maintain a paper handbook. Workers would no longer need to search for the appropriate policy associated with the action they were taking on a particular case.</p>	<p>Web-Based User Interface needs to be in place before on-line handbooks can be connected to it.</p>
<p><u>Transitional FS Benefits – families that lose TANF cash benefits will be eligible for several months of FS benefits regardless of changes in their financial situation.</u></p>	<p>Unscheduled</p>	<p>Cases in FS Transitional Status will not be reporting changes.</p>	<p>None</p>
<p><b>Distance Learning for New Worker and Policy/Process Change</b> – the Department would rely more heavily on training opportunities through the internet, video-conferencing and other emerging technologies.</p>	<p>Unscheduled</p>	<p>Travel for workers to attend training would be greatly reduced. Also, workers could be trained at local agency site and be given experience-appropriate tasks in addition to responsibilities for training.</p>	<p>None</p>
<p><b>Web-based Customer Service Toolbox</b> – Four Internet tools that allow customers to screen themselves for state and local programs,</p>	<p>Screener / Query – February 2004 Change Reporting &amp; Application</p>	<p>Workers and receptionist would answer fewer questions regarding potential eligibility</p>	<p>This timeline is dependent up the award of a Food</p>

### IM Workload Reduction Initiatives

Project	Implementation Date	IM Workload Impact	Dependencies
query benefit and case information, report changes and apply for Food Stamps and Medicaid.	for Services – October 2004.	for state and local programs, as well as questions about benefit and case status. With the Application and Change Reporting, workers would no longer have as much entry of application and change data into CARES.	Stamp Program Participation Grant to Wisconsin DHFS (May 27, 2003). Without the grant, the timeline for this project would be pushed back by one year.
<b>Scan-able Medicaid and Food Stamps Application Processing &amp; Pre-Printed Review Forms</b> – The state creates the capability for all mail-in applications to be sent to a centralized scanning center where applications would be scanned. Data streams (and optical image capture) would then be sent to the in-box of the local agency worker.  All data from the application would auto-populate the CARES screens. The same capability would be available for mail-in pre-printed review forms.	September 2004	Workers would no longer have to key mail-in applications and reviews into the system. Intake and review interviews would involve reviewing, rather than entering, the information provided by the applicant/participant.	The CARES In Box function needs to be expanded to handle these scan-able applications and forms and route them to the correct agency (worker).
<b>Verification Scanning Pilot</b> – Milwaukee – DHFS would work with Milwaukee to develop a desktop solution to allow workers to optically scan and store verification documents for IM cases and create an electronic case file connected with the CARES case. In addition, this system will also be able to generate customer forms to be sent out centrally to applicants and recipients.  Part of FFY01 FS Reinvestment Plan	Unscheduled	Workers would no longer have to maintain and access paper case files, but could see their cases (and cases transferred to them) through their desktop.	FNS Agreement with the FFY01 Reinvestment Plan.
<b>Benefit Recovery System Changes</b>	Unscheduled	Workers have stated that the Benefit Recovery system is difficult for them to use. Time spent on this process would decrease and collections of overpayments would increase with these changes.	Identification of these changes.
<b>1 Month Medicaid Deductible</b> – calculate Medicaid deductibles over a one month period, enroll these individuals and then use the SeniorCare deductible	Unscheduled	Would virtually eliminate the workers current task of entering bills into CARES for the current 6 month deductible period.	Requires significant changes to MMIS.

IM Workload Reduction Initiatives			
Project	Implementation Date	IM Workload Impact	Dependencies
and spenddown models which rely on POS to track bills/expenses.			



### IM Workload Reduction Initiatives

Case Type	Number of Cases	Application Size	Cost sharing (enrollment fee? Premium?)	Collect Assets	Complicated Policies	Track Medical Bills or other Expenses	Time Needed (in minutes) & Frequency			
							Applications	Reviews	Changes	Other Processing
<b><u>Family Medicaid</u></b>	81,610						24,022 / year			
• BadgerCare with a premium	5,680	2 pages	Premium calculation & premium collected	No	Premium Insurance Access & Coverage Verification of Employer Ins/\$'s	No	F2F – 60 (70%) Mail – 45 (30%) 1,575 / year	F2F or Mail – 30 Freq = 1 year 4,105 / year	25 Freq = 6/year/case	Notices – 60 Overpayments – 10 Alerts – 120 Other – 60
• BadgerCare without a premium	29,892	2 pages	Premium calculation, though no premium collected	No	Premium Insurance Access & Coverage Verification of Employer Ins/\$'s	No	F2F – 60 (70%) Mail – 45 (30%) 8,291 / year	F2F or Mail – 30 Freq = 1 year 21,601 / year	25 Freq = 6/year/case	Notices – 60 Overpayments – 10 Alerts – 120 Other – 60
• <b>AFDC Medicaid</b>	26,552	2 pages	No	No	Deprivation Absent Parent/Cooperation with Child Support FFU for small # of cases AFDC-U rules Medicaid Extensions	No	F2F – 30 (70%) Mail – 30 (30%) 7,364 / year	F2F or Mail – 20 Freq = 1 year 19,188 / year	20 Freq = 6/year/case	Notices – 60 Overpayments – 10 Alerts – 120 Other – 60
• Healthy Start	17,434	2 pages	No	No	FFU for a small # of cases Pregnancy extension Absent Parents & cooperation with Child Support enforcement.	Yes, for HS deductibles	F2F – 30 (70%) Mail – 30 (30%) 4,835 / year	F2F or Mail – 20 Freq = 1 year 12,599 / year	20 Freq = 6/year/case	Notices – 60 Overpayments – 10 Alerts – 120 Other – 60

### IM Workload Reduction Initiatives

Case Type	Number of Cases	Application Size	Cost sharing (enrollment fee? Premium?)	Collect Assets	Complicated Policies	Track Medical Bills or other Expenses	Time Needed (in minutes) & Frequency			
							Applications	Reviews	Changes	Other Processing
<ul style="list-style-type: none"> <li>Family Planning Waiver</li> </ul>	7052	2 pages	No	No	Presumptive Eligibility & ill-trained qualified providers	No	F2F – 30 (70%) Mail – 30 (30%) 1,956 / year (beyond impl. Year)	F2F or Mail – 20 Freq = 1 / year 5,096 / year	5 Freq = 6/year/case	Notices – 60 Overpayments – 10 Alerts – 120 Other – 60
<u>EBD Medicaid</u>	18,676						5,206 / year			
<ul style="list-style-type: none"> <li>EBD</li> </ul>	8,284						F2F – 60 (70%) Mail – 45 (30%) 3,201 / year	F2F or Mail – 30 Freq = 1 year 5,083 / year	10 min 2/year/case	Notices –25 Overpayments – 10 Alerts – 15 Other – 15
<ul style="list-style-type: none"> <li>EBD Deductibles</li> </ul>	Met & Active Unmet - 1,869	8 pages	No	Yes	Presumptive disability & disability determination 6 month deductible policy Tracking medical bills Paid vs. Unpaid Bills	Impairment-Related Work Expenses Tracking medical bills for unmet deductibles	F2F – 60 (70%) Mail – 45 (30%) 521 / year	F2F or Mail – 30 Freq = 2 per year 2,696 / year	20 Freq = 3/year/case	Notices –25 Overpayments – 10 Alerts – 15 Other – 15
<ul style="list-style-type: none"> <li>MAPP</li> </ul>	5,322	8 pages	Premium	Yes	Eligibility determination is complicated HEC Independence Accounts	Impairment-Related Work Expenses Medical/Remedial Expenses	F2F – 60 (70%) Mail – 90 (30%) 1,483 / year	F2F – 45 (50%) Mail – 60 (50%) Freq = 1/year 3,838 / year	20 Freq = 6/year/case	Notices –60 Overpayments – 10 Alerts – 120 Other – 60

### IM Workload Reduction Initiatives

Case Type	Number of Cases	Application Size	Cost sharing (enrollment fee? Premium?)	Collect Assets	Complicated Policies	Track Medical Bills or other Expenses	Time Needed (in minutes) & Frequency			
							Applications	Reviews	Changes	Other Processing
<u>Long Term Care</u>	39,392						9,364			Notices –25 Overpayments – 10 <b>Alerts – 15</b> <b>Other – 15</b>
<ul style="list-style-type: none"> <li>Waivers (including Family Care &amp; PACE/Partnership) – GROUP A (SSI/MA eligible)</li> </ul>	4,860	8 pages	None	No	None – Already eligible for Medicaid through SSI or other Medicaid program	Medical/Remedial Expenses	Ind – 20 (80%) Couple – 20 (20%) 1,555 / year	Ind – 20 (80%) Couple – 20 (20%) Freq = 1/year 3,705 / year	15 Freq = 1/year/case	Notices –25 Overpayments – 5 <b>Alerts – 15</b> <b>Other – 15</b>
<ul style="list-style-type: none"> <li>Waivers (including Family Care &amp; PACE/Partnership) GROUP B &amp; C</li> </ul>	7,675	8 pages	Cost share	Yes	Divestment Spousal Impoverishment Cost sharing Relationship with RC/Care Managers/CMO	Medical/Remedial Expenses	Ind – 90 (80%) Couple – 135 (20%) 1,824 / year	Ind – 30 (80%) Couple – 45 (20%) Freq = 1/year 5,851 / year	15 Freq = 1/year/case	Notices – 30 Overpayments – 5 <b>Alerts – 15</b> <b>Other – 15</b>
<ul style="list-style-type: none"> <li>MA Institutions</li> </ul>	26,857	8 pages	Cost share	Yes	Divestment Spousal Impoverishment Cost sharing	No	Ind – 90 (80?%) Couple – 135 (20%) 6,384 / year	Ind – 30 (80%) Couple – 45 (20%) Freq = 1/year 20,473 / year	15 Freq = 1/year/case	Notices – 30 Overpayments – 15 <b>Alerts – 10</b> <b>Other – 15</b>

### IM Workload Reduction Initiatives

Case Type	Number of Cases	Application Size	Cost sharing (enrollment fee? Premium?)	Collect Assets	Complicated Policies	Track Medical Bills or other Expenses	Time Needed (in minutes) & Frequency			
							Applications	Reviews	Changes	Other Processing
<u>Medicare Premium Assistance (Only)</u>	2,287	8 pages	No	Yes	Timing of when SS check will be affected	No	F2F – 45 (70%) Mail – 60 (30%) 617 / year	F2F or Mail - 30 Freq = 1/year 1,669 / year	10 Freq = 1/year/case	Notices – 60 Overpayments – 0 Alerts – 10 Other – 15
<b><u>TOTAL MEDICAID ONLY</u></b>	141,965									
<b><u>Food Stamps with MA</u></b>	75,184									
<b><u>Food Stamps with Medicaid Elderly and/or Disabled</u></b>	11,916		No	Yes	Change Reporting Verification of Expenses & Income Other Medicaid Policies EBT	No	1,479 75 minutes	12,879 45 minutes 2/year	20 minutes 2/year/case	Notices – 25 Overpayments – 5 Alerts – 15 EBT – 20 Other – 15
<b><u>Food Stamps with Medicaid Families, pregnant women and/or children</u></b>	63,268		No	Yes	Change Reporting Verification of Expenses & Income Other Medicaid Policies EBT FSET	No	7,198 75 minutes	97,191 45 minutes 7/year	20 minutes 6/year/case	Notices – 70 Overpayments – 25 Alerts – 120 EBT – 20 Other – 15
<b><u>Food Stamps without MA</u></b>	27,430									

### IM Workload Reduction Initiatives

Case Type	Number of Cases	Application Size	Cost sharing (enrollment fee? Premium?)	Collect Assets	Complicated Policies	Track Medical Bills or other Expenses	Time Needed (in minutes) & Frequency			
							Applications	Reviews	Changes	Other Processing
<b><u>FS only – E or D</u></b>	14,849		No	Yes	Change Reporting Verification of Expenses & Income EBT	No	2,408 60 minutes	12,074 30 minutes 1/year	20 minutes 2/year/case	Notices – 15 Overpayments – 5 Alerts – 10 EBT – 20 Other – 15
<b><u>FS only – Families</u></b>	2,169		No	Yes	Change Reporting Verification of Expenses & Income EBT FSET	No	622 60 minutes	2,640 30 minutes 7/year	20 minutes 6/year/case	Notices – 15 Overpayments – 25 Alerts – 120 EBT – 20 Other – 15
<b><u>Food Stamps Only – Able-Bodied Adults without Dependents</u></b>	10,412		No	Yes	Change Reporting Verification of Expenses & Income EBT FSET	No	2,915 60 minutes	12,679 30 minutes 7/year	20 minutes 6/year/case	Notices – 15 Overpayments – 15 Alerts – 30 EBT – 20 Other – 30
<b><u>TOTAL FS CASELOAD</u></b>	102,614									
<b><u>TOTAL IM CASELOAD</u></b>	244,579	***	***	***	*****	***				

All case and case type numbers are from CARES database as of March 2003.

Case types within a category (Family Medicaid, EBD Medicaid, Etc.) may include other AG's (i.e., BC with premium includes many cases with some members of the household open for Healthy Start and others open for BadgerCare with a premium)

## **IM Workload Reduction Initiatives**

### Other Facts

There are 354 cases in CARES on March 3, 2003 that have both of Family and EBD Medicaid Assistance Groups open in the same family.

Medicaid Only to Food Stamps & Medicaid (Calendar Year 2002 CARES Data)

- There were 3,235 Medicaid Only cases that within three months began receiving FS as well.
- There were 4,144 Medicaid Only cases that within six months began receiving FS as well.

Food Stamps Only to Food Stamps & Medicaid (Calendar Year 2002 CARES Data)

- There were 1,325 Food Stamp Only cases that within three months began receiving Medicaid as well.
- There were 1,771 Food Stamp Only cases that within six months began receiving Medicaid as well.

Other

- There were 17,738 Medicare Premium Assistance cases with other Medicaid eligibility (March 3, 2003 Data)
- There were 3,594 cases receiving child or W2 that do not receive Medicaid or FS (December 2002 Data)